



aLanguageBank

Multilingual Content Solutions



Authorized Federal Supply Schedule Price List



Online access to contract ordering information, terms, and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system.

For more information on ordering from Federal Supply Schedules, go to www.gsa.gov/schedules-ordering and click on the FSS Schedules button.

**SCHEDULE FOR
PROFESSIONAL SERVICES - 00CORP**
Language Services

CONTRACT NUMBER
GS-10F-0143M PS-0022

CONTRACT PERIOD
02/01/2017 - 01/31/2022
*Federal Supply Schedule holder
since January 2002*

BUSINESS SIZE
Small / Minority Owned

NAICS
541930

DUNS NUMBER
197539310
*Contractor is SAM registered.
Language Bank Inc. accepts Government
credit cards*

CONTACT US!

CONTRACTOR

Language Bank, Inc.

(DBA: aLanguageBank)

159 W. 25th St., 6th floor

New York, NY, 10001-7203

www.alanguagebank.com

Phone: 212-213-3336

Fax: 212-686-8998

Contract Admin: Matthew Salinas

Customer Information



1a	Table of awarded Special Item Number(s) (SINs)	382-1, 382-1RC, 382-2, 382-2RC, 00CORP-500, 00CORP-500RC
1b	Identification of the lowest priced item / service and lowest unit price for that item / service for each special item number award	See question 6
2	Maximum order	\$1,000,000.00
3	Minimum order	\$100.00
4	Geographic coverage (delivery area)	Domestic and Overseas
5	Points of production	Same as contractor
6	Discount from list prices or statement of net price	Government net prices (discounts already deducted)
7	Quantity discounts	100,000 - 299,999 words = 2% discount of translation cost 300,000 - 599,999 words = 3% discount of translation cost
8	Prompt payment terms	net 30 days; ≤15 days = 2% discount
9a	Notification whether government purchase cards are accepted <u>up to</u> the micro-purchase threshold	Will be accepted <u>up to</u> threshold
9b	Notification whether government purchase cards are accepted <u>above</u> the micro-purchase threshold	Will be accepted <u>above</u> threshold
10	Foreign items (list items by country of origin)	None
11a	Time of delivery	Specified on Task Order
11b	Expedited delivery	Contact contractor
11c	Overnight and 2-day delivery	Contact contractor
11d	Urgent requests	Contact contractor
12	F.O.B. point(s)	Destination
13a	Ordering address(es)	Same as contractor
13b	Ordering procedures	Information on Blanket Purchase Agreements (BPAs) and a sample can be found at GSA/FSS schedule homepage: fss.gsa.gov/schedules
14	Payment address(es)	Same as company address
15	Warranty provision	Contractor's standard company warranty
16	Exporting packing charges	n/a
17	Terms and conditions of government purchase card acceptance	Contact contractor
18	Terms and conditions of rental, maintenance, and repair	n/a
19	Terms and conditions of installation	n/a
20a	Terms and conditions of repair parts	n/a
20b	Terms and conditions of any other services	n/a
21	List of service and distribution points	n/a
22	List of participating dealers	n/a
23	Preventive maintenance	n/a
24a	Environmental attributes	n/a
24b	Section 508 compliance	aLanguageBank <u>is capable</u> of meeting all 508 compliance requirements in its deliverables. The EIT standards can be found at: www.section508.gov .
25	DUNS number	19-7539310
26	Notification regarding registration in System for Award Management (SAM) database	Registered



About Us



EXECUTIVE SUMMARY

Language Bank, Inc. (DBA aLanguageBank) is a multilingual solutions provider with more than 2 decades of experience helping our clients overcome language and cultural barriers. We empower government agencies to improve access to information and services for persons with limited English proficiency.

We inspire Confidence in Language by ensuring that your vital message is delivered accurately, effectively, and to the highest professional standards. We offer solutions in more than 170 languages and dialects with scalability and flexibility to specifically match the requirements and objectives of your Task Order. Our solutions-driven management approach, diligent quality assurance protocols, and a global network of 6000+ language professionals lets us confidently guarantee quality.

The staff at aLanguageBank are multilingual, multicultural, and dedicated to bringing people together through better communication and understanding. We feel a commitment to the LEP population, and we're here to help you help them.

Matthew Salinas

Director



CONFIDENTIALITY

aLanguageBank staff and all contractors working with us are required to sign strict confidentiality and non-disclosure agreements before being permitted to receive any work from our company. These are binding agreements that ensure that all materials received in our service to you will be treated with the utmost discretion. Also, our websites and platforms use the same level of encryption as online banking institutions. Both on and offline, we take every precaution to ensure the safety of your data.



SCA STATEMENT

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the cited SCA labor categories are based on the U.S. Department of Labor WD Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the Contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

In accordance with clause 52.222-41, SCA does not apply to any labor category that is performed outside the United States which is defined as all 50 States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, the U.S. Virgin Islands, Johnston Island, Wake Island, and Outer Continental Shelf lands as defined in the Outer Continental Shelf Lands Act (43 U.S.C. 1331, et seq.), but does not include any other place subject to U.S. jurisdiction or any U.S. base or possession in a foreign country (29 CFR 4.112).

SCA Eligible Contract Labor Category	SCA Equivalent Code – Title	WD Number
Foreign Language Translator	30110 – Foreign Language Translator	1987-0989



Why Choose aLanguageBank?



LEADER IN GSA EXPERIENCE

aLanguageBank has more than 17 years of successful GSA past performance working with federal clients. Our experience includes our work with the Census Bureau, Department of Commerce, Department of Defense, Department of Education, Department of Homeland Security, Department of Justice, Department of Labor, Federal Deposit Insurance Corporation (FDIC), Environmental Protection Agency, Federal Emergency Management Agency (FEMA), Army, Air Force, Coast Guard, and US Attorneys' Offices across the country.

We are prepared to handle any task, from scientific document translation to large-scale multilingual transcription. Not only are we prepared operationally, but also logistically. We are well-versed in the federal procurement processes, compliance and insurance paperwork, audit regulations, 508 compliance, tracking and deobligation of funds, and more. There is no learning curve when working with aLanguageBank, and we will be prepared to provide service from day one.



PERSONALIZED SERVICE

To maintain deliverable schedules and to ensure an open window for communication, a dedicated Account Manager (AM) will be assigned to you and will work with you to develop and manage the process and schedules for each assignment. As the designated single point of contact, the AM will provide consistency in performance and will have complete oversight on all aspects of your Task Order.

Your AM will be readily available to field any questions that you may have regarding the status of your project and will keep you informed throughout every step of the process. The AM can provide you with direct contact information to support your critical projects 24 hours a day, 7 days a week.

TECHNOLOGY

aLB BusinessManager – Our project management platform automating our workflow processes and centralizing all client information for quick and easy access. Clients can create their own reporting on activities with us or they can just ask their Account Manager for the information.

aLB L1Trust – Our proprietary web-based platform specifically designed to match the most optimal linguists for a task. It already has profiles for over 6,000 multilingual industry experts from around the world and the broad and extensive information for each profile enables us perform highly customized searches based on needs of government projects.

memoQ – Our computer assisted translation software suite to ensure consistency, accuracy and efficiency in our translation process. It is a platform to manage terminology, repetitive text, completed translations and document formatting to save our clients' time and money.



Service: 382-1 Translation



GSA SERVICE DEFINITION 382-1

Services include the translation of written, electronic, and multi-media material to and from English and other languages.

OVERVIEW

aLanguageBank takes a comprehensive approach to delivering not just translation, but multilingual solutions.

We know that translation requires an understanding of the languages of the source and target audience. But it also requires an understanding of their cultures. Our qualified linguists are bicultural and skilled at preserving the original meaning and intent of a text.

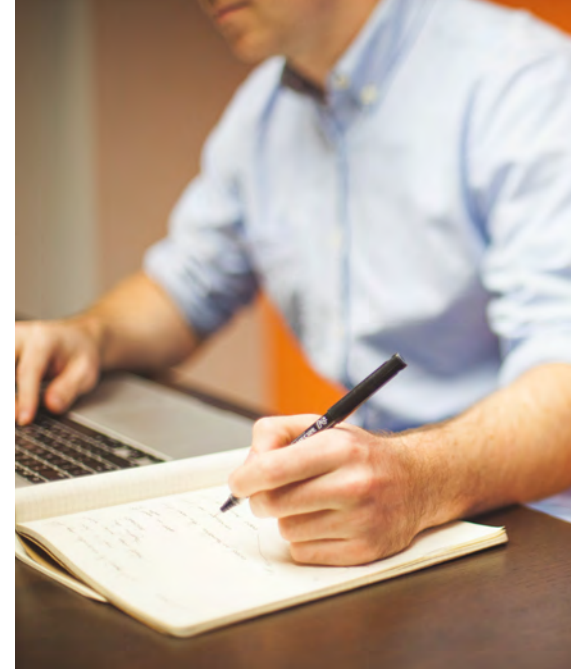
aLanguageBank has experience working in all major file formats, in well over 170 different languages and dialects. We can deliver your project in almost any format, for printing, or for the internet. And because communication is not limited to any one language or culture, we often work in language combinations that do not include English.

PROCESS

Our staff is here to provide you with effortless day-to-day operations as well as consultation and guidance. After free analysis and quoting of your project, we consider all of your needs to determine the best work plan and the best resources. We can provide you with extremely fast turnarounds and consistency across huge volumes.

We have standard procedures for each service, but they were built to be flexible. This lets us choose the right process for each separate request. All procedural options are based on best practices learned over the last two decades of service. And the emphasis of these processes is quality control and quality assurance.

In fact, because so many of the staff here are multicultural and multilingual, we all feel such a strong obligation to the LEPs that our services are intended to help. So quality itself is our office culture.



RELATED EXPERIENCE

- Federal Emergency Management Agency
- numerous US Attornys' Offices
- Department of Justice
- Department of Education
- ARMY
- Department of Homeland Security
- US Census Bureau
- Immigration and Customs Enforcement



Service: 382-1

Translation (Continued)



SERVICE DESCRIPTIONS

Translation

Converting written text from one language to another, keeping the same information, style, and tone

Editing

A new linguist reviews a translation, checking for technical errors and accuracy, while improving the overall style and flow

Layout Proofreading

A new linguist reviews a translation already in a graphic format or design, checking for technical errors in the desktop publishing process

Copywriting

Using a set of communication guidelines to create original text directly in a target language, which allows native sentence structure, style, literary nuance, and cultural reference

Desktop Publishing (DTP) / Formatting

Using a template or source to place text in any language into a graphic design or specific format

Graphic Design

Creation or construction of images and/or layouts

Glossary Development

Before translation, construction of a customized database of preferred translations for certain terms

Translation Memory Management

Maintenance of client-specific translation memory assets, used to store previously approved translation material

LABOR CATEGORY DESCRIPTIONS

Translator

Contracted translators convert written text from one language to another, based on a thorough understanding of the source language and native-fluency understanding of the target language. They will also use resource and reference materials that may or may not be provided by the client in their process. Translators must have a Bachelor's Degree, and at least three (3) years of experience providing the same or equivalent services. Additional requirements and certifications may be added to individual task orders at the request of the purchasing agent or organization, by BPA or other direct contract, or if aLanguageBank staff deem it necessary.

PRICES

Translation

(PER WORD)

Spanish	0.14
Western European	0.18
Eastern European	0.22
Scandinavian	0.24
Asian	0.26
Rare / African	0.29

Services in Support of Translation

(PER HOUR)

Editing	67.30
Layout Proofreading	67.30
Copywriting	74.80
Project Coordination	74.80
Project Management	89.70
DTP / Formatting	67.80
Graphic Design	74.80
Glossary Development	87.70
Translation Memory Management	112.00



Service: 382-2 Interpretation



GSA SERVICE DEFINITION 382-2

Services include the interpretation of oral communication to and from English and other languages.

OVERVIEW

Interpretation requires a unique set of skills. Communication needs to be instantaneous; there is no time to edit or proofread. There is no time for mistakes.

aLanguageBank only works with linguists that have proven experience in interpretation. Trained to be respectful and unbiased, these professionals are available around the US and throughout the world. With backgrounds and educations in several fields and industries, they can handle any assignment. From federally-certified court interpreting to deployed interpreters with security clearance.

PROCESS

For each assignment, we select only a pre-qualified interpreter who is right for the job. Special skills, industry knowledge, dialect, and even gender may inform on that selection. All of our interpreters must follow industry standard Codes of Ethics and Professional Conduct.

We also maintain Quality Profiles in each interpreter's account in our aLB L1Trust platform. These profiles store Client Satisfaction Surveys, complaints, and compliments. All of this feedback is combined with our internal survey to create an up-to-date vendor rating.



RELATED EXPERIENCE

- US Coast Guard
- numerous US Attorneys' Offices
- Department of Justice
- Federal Emergency Management Agency
- Department of Education
- Department of Labor



Service: 382-2

Interpretation (Continued)



SERVICE DESCRIPTIONS

Simultaneous On-Site Interpretation

Converting spoken speech back and forth between two languages, at the same time as the client speaks

Consecutive On-Site Interpretation

Converting spoken speech back and forth between two languages, immediately after each client speaks and pauses briefly for the interpreter

LABOR CATEGORY DESCRIPTIONS

Interpreter

Contracted interpreters convert spoken speech back and forth between two languages, subsequent to or concurrent with each speaker for whom they are interpreting. With a thorough understanding of both languages, interpreters also may be asked to prepare before an assignment by reviewing resource or reference materials that may or may not be provided by the client. Interpreters must have a Bachelor's Degree, and at least three (3) years of experience providing the same or equivalent services. Additional requirements and certifications may be added to individual task orders at the request of the purchasing agent or organization, by BPA or other direct contract, or if aLanguageBank staff deem it necessary.

PRICES

Interpretation - Simultaneous On-Site

Hourly	124.00
Daily (7 hour work day)	850.00

Interpretation - Consecutive On-Site

Hourly	85.00
Daily (7 hour work day)	590.00



Additional Pricing Information



FOR SIN 382-1 TRANSLATION SERVICES

Word Counts

All per word Translation rates are based on the English word count.

Rush Charge

The rush surcharge is 15% of the agreed price list. Rush surcharges may be applied for each request for services under 382-1 ("Translation Services") where the turnaround for Translation line item services exceeds 2000 total source words per business day, plus one additional business day. All such surcharges will be clearly announced and approved prior to commencement of work.

Volume Discounts

100,000 - 299,999 words: 2% discount of the translation cost
300,000 - 599,999 words: 3% discount of the translation cost

FOR SIN 382-2 INTERPRETATION SERVICES

Assignment Length

The minimum requirement for any on-site interpretation assignment is two (2) hours.

Cancellations

Any cancellation of interpretation services needs to be received 48 hours before the prescheduled assignment start time and during aLanguageBank's office hours (Monday through Friday, 9:00 AM - 6:00 PM Eastern Time, excluding National Holidays defined by the US Labor Dept) to avoid incurring a minimum charge.

Travel

If necessary, travel expenses, accommodations, and per diem expense will be charged to the client in accordance with FAR.

Simultaneous Teams

Due to the demanding nature of Simultaneous Interpretation, all assignments will require a team of no less than two (2) interpreters.

Equipment

All equipment rental expenses related to Simultaneous Interpretation including shipping are not included in price and are to be coordinated at the order level.

FOR ALL TASK ORDERS UNDER THIS FSS

Minimum

The per project minimum for any request is 100.00.

Prompt Payment Discount

aLanguageBank's invoices are payable within 30 days net. A 2% discount applies to payments made within 15 calendar days.

Blanket Purchase Agreement (BPA) Discount

For the indefinite volume we may receive for BPAs, we will offer an additional 2% discount.



Languages



SPANISH

Spanish

WESTERN EUROPEAN

Catalan, Dutch, Flemish, French, Galician, German, Haitian Creole, Italian, Luxemburgisch, Portuguese (Brazilian and European), Quebecois, Sicilian, Yiddish

EASTERN EUROPEAN

Belarusan, Bosnian, Bulgarian, Croatian, Czech, Greek, Hungarian, Polish, Romanian, Russian, Serbian, Slovak, Slovenian, Ukrainian

SCANDINAVIAN

Danish, Finnish, Icelandic, Norwegian, Swedish

ASIAN

Arabic, Bengali, Chinese (Simplified and Traditional writing, numerous dialects), Farsi, Gujarati, Hebrew, Hindi, Indonesian, Japanese, Kashmiri, Khmer (Cambodian), Korean, Malay, Pashto, Punjabi, Tagalog, Taglish, Thai, Turkish, Urdu, Vietnamese

RARE / AFRICAN

Afrikaans, Albanian, Akan, Amharic, Aramaic, Armenian, Ashanti, Assamese, Azerbaijani/Azeri, Bassa, Basque, Batak, Burmese, Cape Verdean Creole, Cebuano, Cham, Chamorro, Chu'uk, Coptic, Dagbani, Dagomba, Dari, Dinka, Esan, Estonian, Ewa, Fante, Fijian, Fulani, Ga, Gaelic, Georgian, Guyanese Creole, Hausa, Hawaiian, Hmong, Igbo, Ilocano, Jamaican English Creole, Javanese, K'iche, Kannada, Kikongo, Kinyarwanda, Krahn, Kurdish, Kyrgyz, Lao, Latvian, Lingala, Lithuanian, Luo, Macedonian, Malayalam, Malinke, Maltese, Mande, Mandingo, Marathi, Marshallese, Mina, Mixtec, Mongolian, Navajo, Nepali, Nigerian Pidgin English, Oromo, Papiamentu, Quichua, Samoan, Sesotho, Sindhi, Sinhalese, Somali, Sundanese, Swahili, Sylheti, Tajiki, Tamil, Telugu, Tibetan, Tigrinya, Tongan, Turkmen, Twi, Venetian, Visayan, Welsh, Wolof, Yoruba, Zulu





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CONTRACTOR

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(DBA: aLanguageBank)

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CONTRACT ADMINISTRATOR

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